



# **SUSE LINUX**

## **Openexchange Server 4.1**

Outlook Connector User Guide

1st Edition 2003

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# The ISLOX Connector

The purpose of the ISLOX Connector is to be able to use Outlook as a full-featured client for SUSE LINUX Openexchange Server. For users, the migration from Microsoft Exchange Server to SUSE LINUX Openexchange Server should be as smooth as possible. This means that users should be able to use the usual Outlook functions without being confronted with an entirely new user interface. New Openexchange Server-specific functions are implemented in a way that gives users the accustomed Windows usability. Only functions that cannot be mapped without MS Exchange Server and Openexchange Server-specific functions are modified.

## 1.1 Requirements

Outlook 2000 can only be used as a *mail client* for IMAP. Do not install ISLOX in this case. IMAP, Outlook 2000, and ISLOX do not work together. Use POP, Outlook 2000, and ISLOX instead to use more than the e-mail functionality of Outlook. With Outlook XP (Outlook 2002) it is possible to use IMAP, Outlook, and ISLOX.

ISLOX connector was tested on and is recommended for use with the following components:

**Server:**

SUSE LINUX Openexchange Server 4.1

**Client:**

**Operating System:**

- Windows 2000 SP3

- Windows XP

**Outlook:**

- Outlook 2000
- Outlook XP (Outlook 2002)

**XML Parser (MSXML)**

- use installed Internet Explorer 6.0
- alternatively, download the current XML-Parser Library

## 1.2 Quick Installation

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**Note**

To use Outlook 2000, read Chapter 3.1 on page 9, as you must prepare Outlook.

**Note**

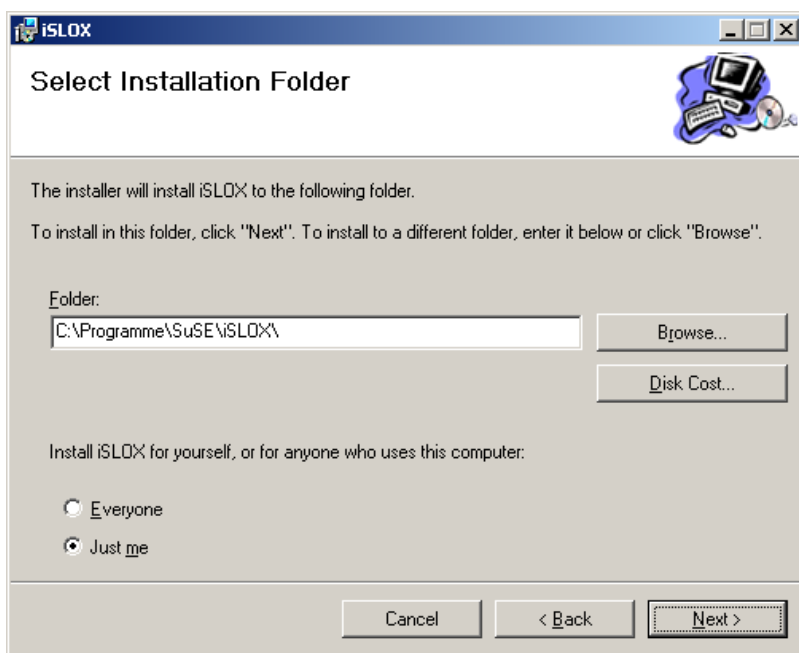
Install ISLOX Connector from the setup.msi installation package. To start the setup from ISLOX Outlook Connector, click the setup.msi file icon. If you have a previous ISLOX version installed, remove it first. It is recommended to remove an old SUSE LINUX Openexchange Server mail profile, too. During installation, select whether to install the ISLOX Outlook Connector for all users on the local machine or only for the current user (refer to Figure 1.1 on the next page). Select the option to use and confirm this and all following installation steps.

---

**Caution**

Synchronize the time on your client with the server! Even with only a gap of several seconds, your client will not work properly. Use NTP (shipped with SUSE LINUX Openexchange Server) to synchronize the time.

**Caution**



*Figure 1.1: Installing ISLOX Outlook Connector for the Current User or All Windows System Users*





# Concept

The connection of the Outlook clients is implemented on the basis of a WebDAV and XML interface and enables real-time availability of the data. It provides all relevant information available on the SUSE LINUX Openexchange Server and also supports Openexchange Server-specific functionalities, such as the conflict management of the appointment scheduler. On the Outlook side, the functionalities are implemented by way of a MAPI message store provider, transport, address, and hook provider. These providers exchange the data with the SUSE LINUX Openexchange Server via the WebDAV interface and LDAP and ensure the required object mapping from Outlook to SUSE LINUX Openexchange Server and vice versa.

Conceptually, the system is based on the permission concept of SUSE LINUX Openexchange Server (various permissions are assigned on the object level), even if Outlook is used. However, to ensure optimum integration of Outlook, `Public Folders`, which can be assigned permissions like in Outlook and Exchange, are implemented on the SUSE LINUX Openexchange Server side. On the folder level, object templates are used to predefine permissions for the creation of objects. The `Public Folder` concept is also integrated in the web interface, thus enabling full coexistence of the web interface and Outlook as user front-end. Furthermore, a distinct delete permission is introduced in SUSE LINUX Openexchange Server. Thus, the delete permission can be assigned to all users with write permissions or limited to the owner. In this way, the compatibility with Outlook is improved, which greatly facilitates the migration from MS Exchange to SUSE LINUX Openexchange Server. Apart from the real-time connection of the Outlook clients to the SUSE LINUX Openexchange Server, the offline functionality with Outlook will also be supported (by the end of 2003, not in the first version in November 2003).

## 2.1 Public Folders

Like Outlook folders, `Public Folders` can only contain elements of a specific format. In the first version, the following folder types are supported: calendar and appointment folders, task folders, and contact folders. Journal folders and notes folders are not supported. The connection makes changes to objects in the public folders available to users in real time. Folder permissions can be assigned both on the Outlook folder level and in the SUSE LINUX Openexchange Server web interface. Other supported functions include:

- Mapping of public folders with the help of the MAPI storage provider in Outlook
- Assignment of folder permissions for selected users
- Mapping of the permission concept of SuSE Linux Openexchange Server
- Nesting of various object types (e.g., task or appointment folder under a contact folder)
- Creation, editing, relocation, and deletion of folders

On the Outlook side, the assignment of permissions for objects will initially be realized exclusively by way of the folder permissions.

## 2.2 Calendar

As usual, appointments can be created in Outlook for individual users as well as for groups. The free/busy functionality is supported, enabling an availability check. Resources can also be checked and booked. Appointment series as well as the acceptance and rejection of appointments are supported. An additional feature is the Openexchange Server-specific conflict management, which actively issues notifications whenever appointments overlap. In a later version, the Outlook functionality will be expanded by an appointment query concept (such as the one used in the web interface) using a special form. Also there is no mail notification that an appointment has changed in the current version. This will be fixed with the next groupware update.

---

### Note

If you create an appointment in ISLOX folders, Outlook warns you that the reminder function will not be activated. This is not true, so ignore the warning.

---

**Note**

## 2.3 Contacts

The permission-specific access to all contacts in SUSE LINUX Openexchange Server is possible from Outlook. By means of the public folders, contacts can be organized in various virtual address books with diverse access permissions.

## 2.4 Tasks and Jobs

Tasks primarily serve personal work organization. For this reason, only the creation of personal tasks is supported. The assignment of tasks to projects like in SUSE LINUX Openexchange Server is not supported, as this module does not exist in Outlook. Nevertheless, a project-specific task organization can be improvised by assigning tasks to a project folder (public folder). The tasks that are placed in such folders can then be viewed by other users who have access to the project folder.

In SUSE LINUX Openexchange Server, you can only create tasks for yourself and series of tasks are not supported, as they do not suit the task concept of SUSE LINUX Openexchange Server. A series created in Outlook would be stored as one single task on SUSE LINUX Openexchange Server.

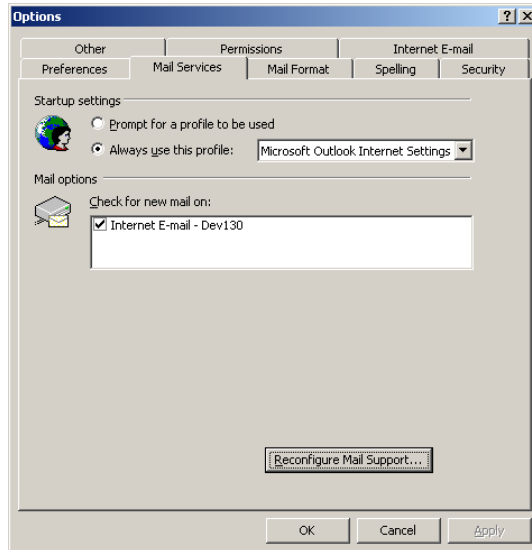


# Configuration

## 3.1 Configuration of Outlook 2000

MS Outlook 2000 should be configured to work in 'groupware' mode. To make sure Outlook is properly configured, go to 'Tools' → 'Options' → 'Mail Services' in Outlook then press 'Reconfigure Mail Support'. Refer to Figure 3.1 on the following page. Select the 'Corporate or Workgroup' option and confirm your new settings. Refer to Figure 3.2 on the next page.

Confirm the warning message. Windows requires that you insert your MS Office installation CD. Follow the instructions shown. Several files, needed for Outlook to work in groupware mode, are then transferred to your system's hard disk. After the installation process is finished, restart MS Outlook.



*Figure 3.1: Reconfiguring Outlook Mail Support*



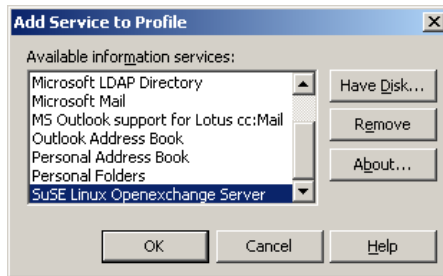
*Figure 3.2: Configuring MS Outlook 2000 to Switch to Groupware Mode*

Next, create a new mail profile. It should contain the following services:

- SUSE LINUX Openexchange Server 4.1
- Personal folders
- Internet Mail

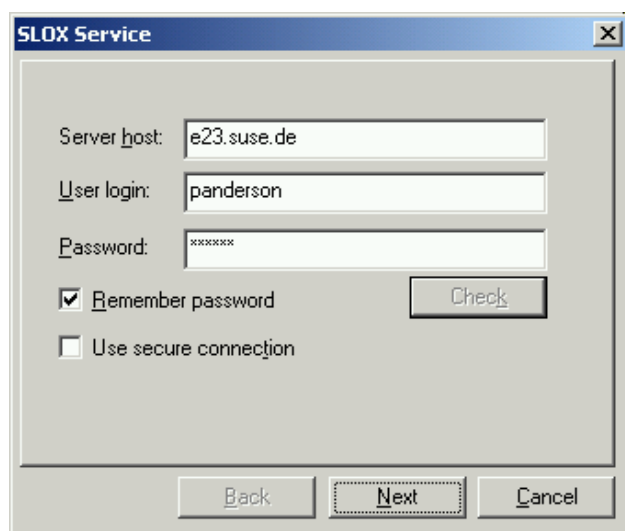
### 3.1.1 ISLOX Service

Use 'Control Panel' → 'Mail' to add them. Select the 'Services' tab then press 'Add'. Choose SUSE LINUX Openexchange Server 4.1 from the information services list and press 'Ok' (refer to Figure 3.3).

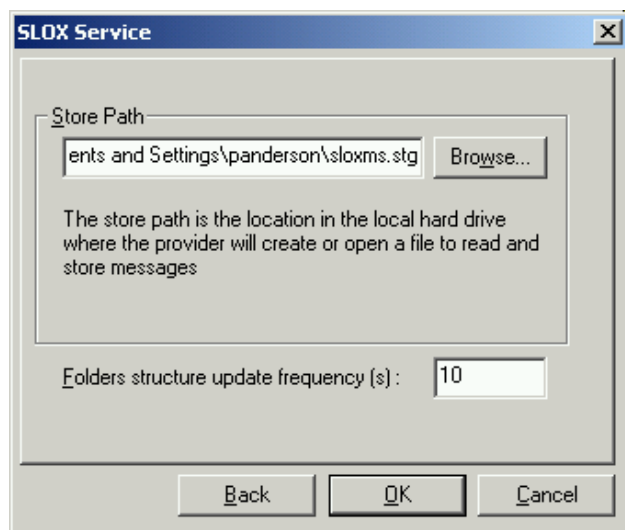


*Figure 3.3: Add SUSE LINUX Openexchange Server 4.1 Service to MS Outlook 2000*

To include the SUSE LINUX Openexchange Server 4.1 service in your Outlook client, select the corresponding entry then click 'Add'. Open 'Message Store' in the newly opened configuration window. Insert the path at which to save the ISLOX data file on your system as in Figure 3.5 on the next page. All objects and folders are saved in this file. Use 'General' to insert your common SUSE LINUX Openexchange Server 4.1 account information. Insert the network address or DNS name of your SUSE LINUX Openexchange Server as well as your user name and password. All these fields are mandatory. Do not use prefixes, such as `http://` or `https://`, in front of your server's network address. ISLOX Outlook Connector cannot understand such entries.



*Figure 3.4: Server Configuration Dialog*



*Figure 3.5: Destination Path for ISLOX Cache*



Then add 'Personal Folder' and choose the path to the \*.pst file. It contains the data for personal folders. Add a third service, 'Internet Mail'. Set address of the SUSE LINUX Openexchange Server as a mail server and enter your login and password.

### 3.1.2 Personal Folder

Add a personal folder service in the mail service list. To do so, select the corresponding entry and press 'Add'. Use the configuration dialog shown to enter the directory in which to store your personal PST file. This PST file will include all your personal mails, folders, and objects on your local client. If you have already set up a personal folder for MS Outlook, you can skip this step.

### 3.1.3 Internet Mail

To add a common "Internet Mail Account", select 'Internet Mail' then click 'Add'. Insert the network address of your SUSE LINUX Openexchange Server 4.1 server when asked for a POP3 and SMTP mail server. Use the configuration dialog and your personal SUSE LINUX Openexchange Server 4.1 account information to insert a user name and password.

## 3.2 Configuring Outlook XP

The setup process of MS Outlook XP is very different than the MS Outlook 2000 configuration. It is not necessary to set up Outlook XP to work in groupware mode. After installing ISLOX Outlook Connector, create a profile and SUSE LINUX Openexchange Server account. Click 'Start' → 'Settings' → 'Control Panel' → 'Mail'. Click 'Add' → 'New Profile' and enter the name of the new profile. Select 'Add new e-mail account' and click 'Next'. Open the 'Additional server types' dialog. Select 'SUSE LINUX Openexchange Server 4.1' and click 'Next'. In the following dialog, enter the login information for the SUSE LINUX Openexchange Server. Select the tab 'Message Store' to specify the location where e-mail should be stored. Click 'Next' → 'OK'.

In the next step, configure the IMAP account. Click 'Properties' and select 'E-Mail Accounts' → 'Add New E-Mail Account'. Click 'Next', select 'IMAP', and confirm with 'Next'. Enter user, login, and server information as seen in Figure 3.6 on the following page then click 'Next', 'Finish', and 'Close'. Now, MS Outlook can be started. Configure free/busy, if you want to use this service, as described in Section 3.4 on page 19.

**E-mail Accounts**

**Internet E-mail Settings (IMAP)**

Each of these settings is required to get your e-mail account working.

**User Information**

Your Name: Pamela Anderson

E-mail Address: panderson@suse.de

**Server Information**

Incoming mail server (IMAP): e23.suse.de

Outgoing mail server (SMTP): e23.suse.de

**Logon Information**

User Name: panderson

Password: \*\*\*\*\*

☒ Remember password

☐ Log on using Secure Password Authentication (SPA)

More Settings ...

< Back   Next >   Cancel

*Figure 3.6: Configuring an IMAP Account*

### 3.3 Using ISLOX Connector with MS Outlook

When you start MS Outlook again, insert your user name and password to log in. Outlook then tries to synchronize your personal Outlook client with all data stored on the SUSE LINUX Openexchange Server. This process may take some time. Then simply access folders and objects stored on the SUSE LINUX Openexchange Server 4.1 using the folder management of MS Outlook. Handling MS Outlook using the ISLOX Connector is similar to the use of locally stored personal folders (see Figure 3.7 on the following page). ISLOX Connector only allows you to synchronize SUSE LINUX Openexchange Server 4.1 and Outlook in real-time. All kinds of default objects (e.g., contacts, jobs, and appointments) are replicated automatically. Later, additionally use the web front-end of the SUSE LINUX Openexchange Server 4.1 to access objects added using the ISLOX Connector.

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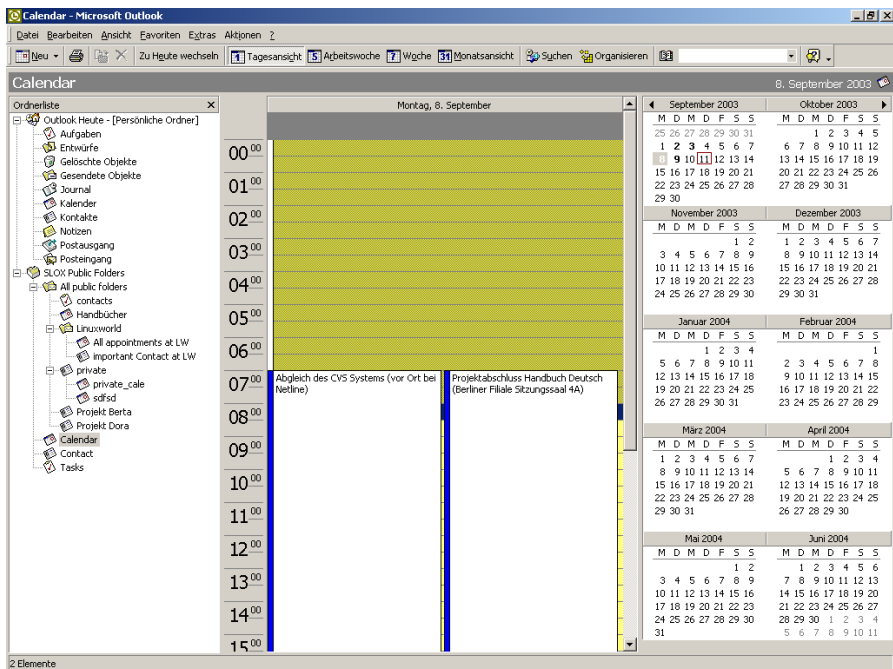
#### Note

##### Folder Permissions

ISLOX Outlook Connector also takes care of all object and folder permissions to make sure that only defined users may access those folders and objects.

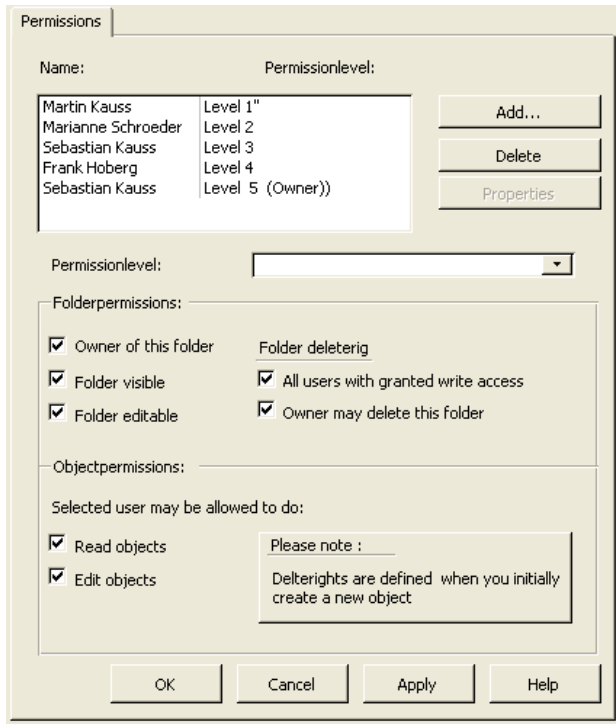
---

Note



*Figure 3.7: Overview of an ISLOX Folder Using MS Outlook*

To change read and write permissions of an object or folder, right-click the entry in the MS Outlook folder management and choose 'properties'. Use the configuration dialog to set read and write permissions for the selected object or folder. Use 'Add' to add groups or single users to define user-specific and group-specific rights. To change the read and write permissions of the selected user or group, mark the desired entry. Use 'Permissions' to select a predefined access value. Refer to Figure 3.8. There are five predefined permission levels:



*Figure 3.8: Changing Permissions*

**Level 1** Allows defined users and groups to open and read the current object or folder. Changing the folder or object itself is not possible for users with permission level 1. Deleting a folder is also not allowed.

**Level 2** Provides users and groups the right to read and edit an object. Users with permission level 2 have write access to the object. Deleting or editing the folder is still not permitted.

**Level 3** Provides users and groups with read and write access to the current object and folder.

**Level 4** A user with level 4 permissions may, in addition to writing and reading objects, delete them. Deleting an object is only possible for a level 4 user if, at the time of creation of an object, write permission also included premission to delete the object.

**Level 5** The owner of a folder can transfer ownership of this folder to another user. Reduce your own permission level afterwards to at most level 4. The new owner is now in possession of all rights to the folder. An object can only have one owner.

Alternatively, manually define access permissions for each user and group. Simply mark the user or group for which to change permissions. Select 'Custom' in the permission menu and use the check boxes of the configuration dialog window to set up access permissions of the current folder and object.

## 3.4 Configuring Free/Busy Information

There are basically two ways to use the free/busy information. They are fairly independent:

- It is possible to use SUSE LINUX Openexchange Server to obtain free/busy information for all the users available on the server.
- It is possible to use a Microsoft Office Internet Free/Busy Service server accessible via the Internet to obtain free/busy information for any user of the service and to publish your free/busy information.

To use SUSE LINUX Openexchange Server free/busy information, follow these steps:

1. In Outlook, select 'Tools' → 'Options' → 'Preferences'.
2. Press 'Calendar Options' then 'Free/Busy Options'.
3. In 'Search at This URL', enter the following URL: `http://<slox_server_address>/servlet/webdav.freebusy?username=%NAME%&server=%SERVER%`. Replace `<slox_server_address>` with the IP address of your SUSE LINUX Openexchange Server.

To use the Microsoft Office Internet Free/Busy Service, consult your Microsoft Outlook documentation.





# Outlook on SUSE LINUX Openexchange Server

There are slight differences between using Outlook with SUSE LINUX Openexchange Server and using it with a Microsoft Exchange server. In the following, these differences are listed and described.

## 4.1 Private and Public Folders

When using Microsoft Exchange, private folders are used for personal appointments, while all appointments including other participants are saved in the public folder. When using SUSE LINUX Openexchange Server, save all appointments to the public folder including private appointments, as appointments in private folders cannot be shared like in Microsoft Exchange.

### Note

In the current version of November 11, 2003, you can only work in online mode. You will not be able to see appointments in your public folder without a connection to the server. In December 2003, an offline solution should be available, which is now only in beta state.

### Note

## 4.2 Default Folders

The purpose of folders is generally to hold groupware objects, like e-mail messages, calendar with appointments, contacts, and tasks. Microsoft Outlook allows working with more than one set of folders, but only one is considered the default. Unfortunately, ISLOX folders cannot currently be set as the default.

The default folders are the personal folders built in Microsoft Outlook. These folders are usually stored locally where the Microsoft Outlook program is installed, unlike ISLOX folders stored on SUSE LINUX Openexchange Server.

It is recommended to use ISLOX folders whenever possible. Even your private information can be stored securely in ISLOX folders.

Some problems, however, are related to the fact ISLOX folders are not default folders in Microsoft Outlook. When saving appointment or task in ISLOX folders, the message may appear saying certain functionality of Microsoft Outlook will be disabled. It is usually safe to ignore the message, because SUSE LINUX Openexchange Server will provide the needed functionality.

## **4.3 Handling of Groups**

Groups in ISLOX are handled differently than in Outlook. A group name is resolved to the user names of the group members. All the members appear in an appointment, task, or other created object. In Outlook, a group object is only related to the group as such, not to its members. This may be a disadvantage if you need to find out which users were actually working on a certain project or attending a meeting.

## **4.4 System of Recurrence**

The only way to change a series is to delete it and create a new one. It is only possible to edit single objects of a series. For example, regular weekly appointments cannot generally be moved to another weekday. The only exception is that a single appointment in one week can be moved to another day or time, but not the whole series.

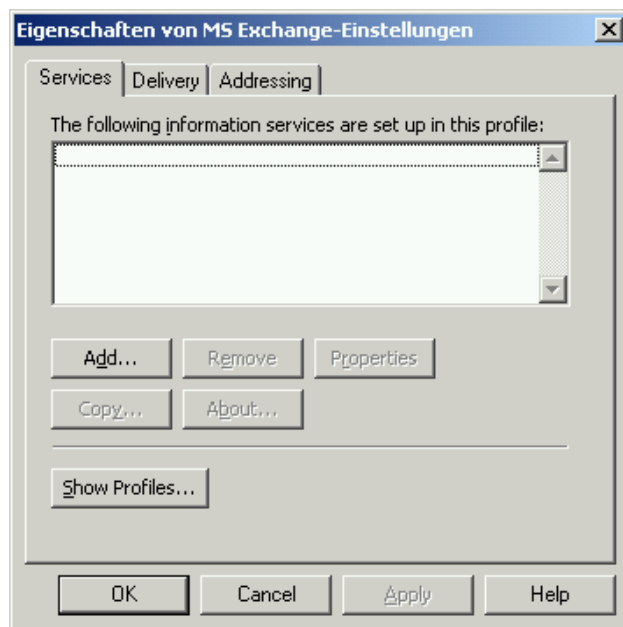
# Troubleshooting

Certain typical problems may occur when you are using SUSE LINUX Openexchange Server with ISLOX and Outlook. Find the easy solutions to these problems in the following sections.

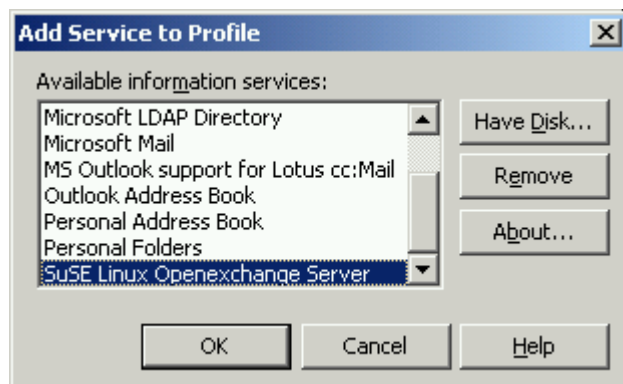
## 5.1 Profile

In the following, all steps of the ISLOX configuration are listed with screenshots so that you can compare with your own configured profile.

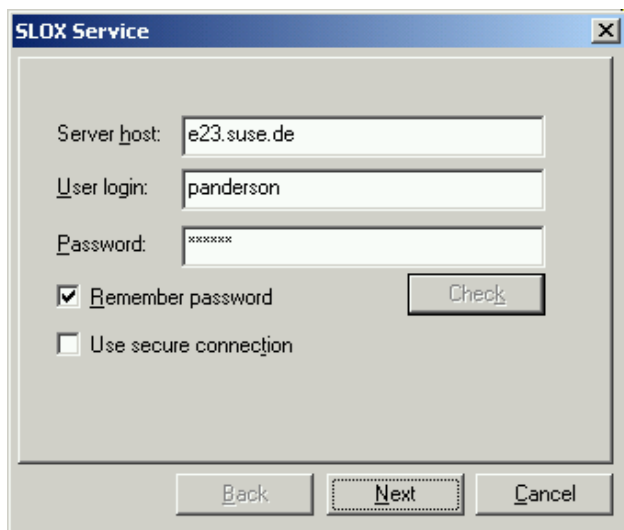
### 5.1.1 Generating a Profile



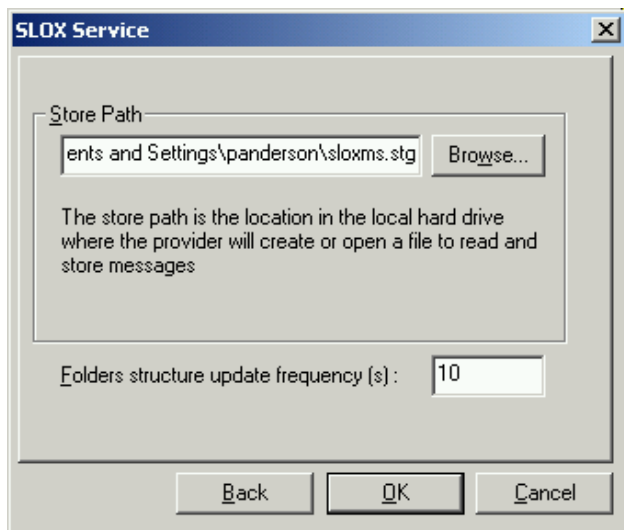
*Figure 5.1: Empty Profile*



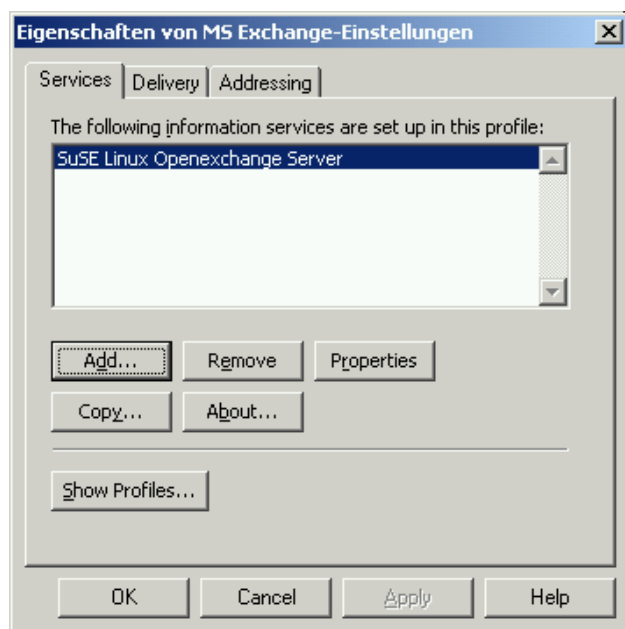
*Figure 5.2: Add SUSE LINUX Openexchange Server*



*Figure 5.3: Server Configuration Dialog*



*Figure 5.4: Destination Path for ISLOX Cache*



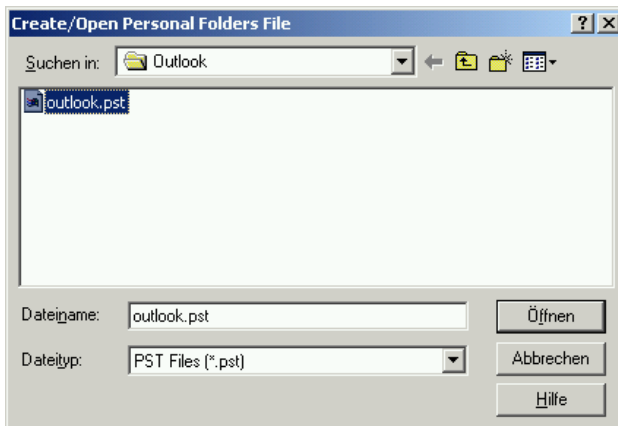
*Figure 5.5: Profile Configured for ISLOX*

### 5.1.2 Installation of the Personal Folder Provider

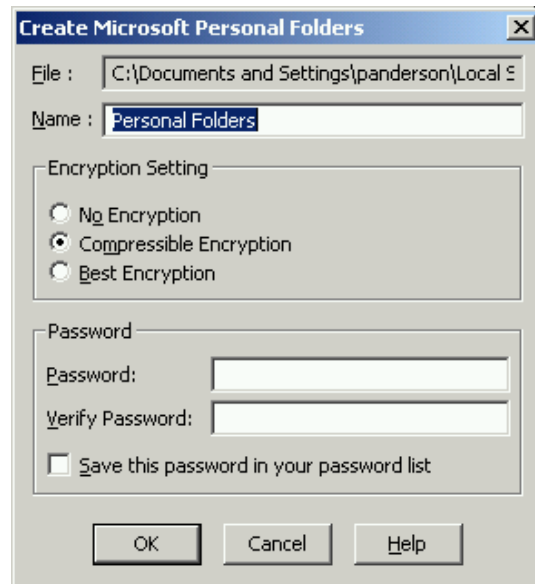
The personal folder provider is needed to store private data locally or, if the POP3 protocol is used, to save incoming mail.



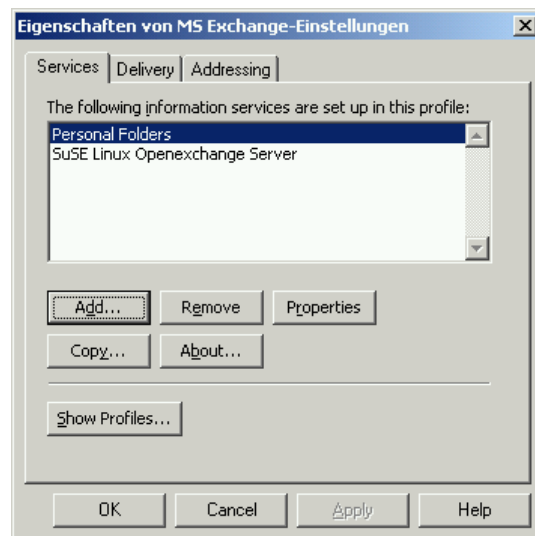
*Figure 5.6: Add Personal Folder Service*



*Figure 5.7: Destination Path for Personal Folder*



*Figure 5.8: Properties of Personal Folder*



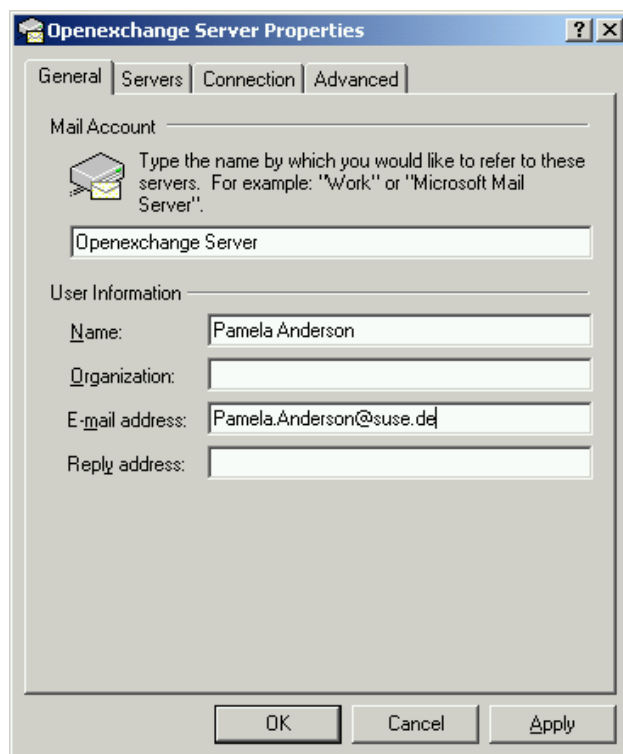
*Figure 5.9: Configured ISLOX and Personal Folder*



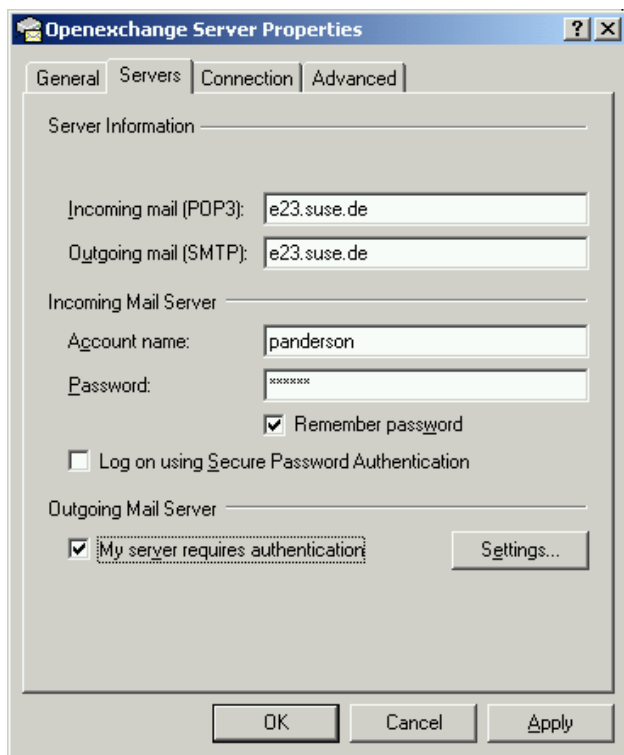
### 5.1.3 Installation of Internet E-Mail Provider



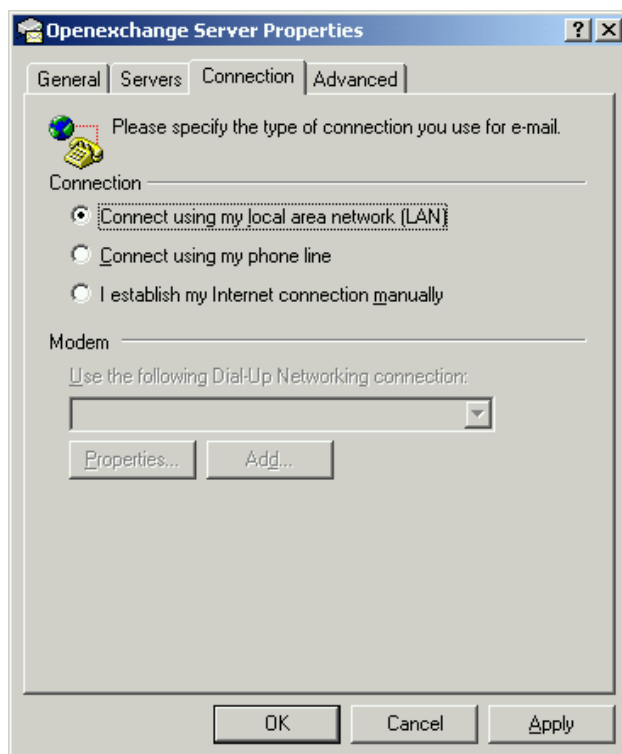
*Figure 5.10: Add Internet E-Mail Provider*



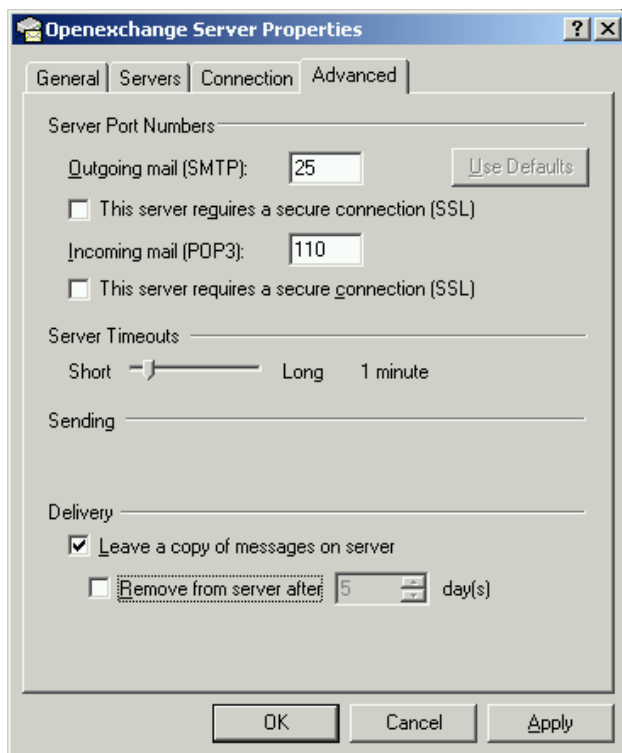
*Figure 5.11: POP3 Account Settings: General*



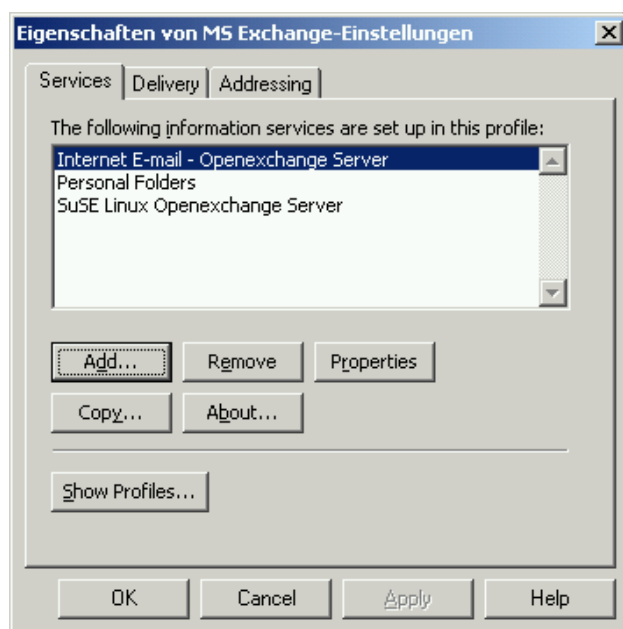
*Figure 5.12: POP3 Account Settings: Server*



*Figure 5.13: POP3 Account Settings: Connection*

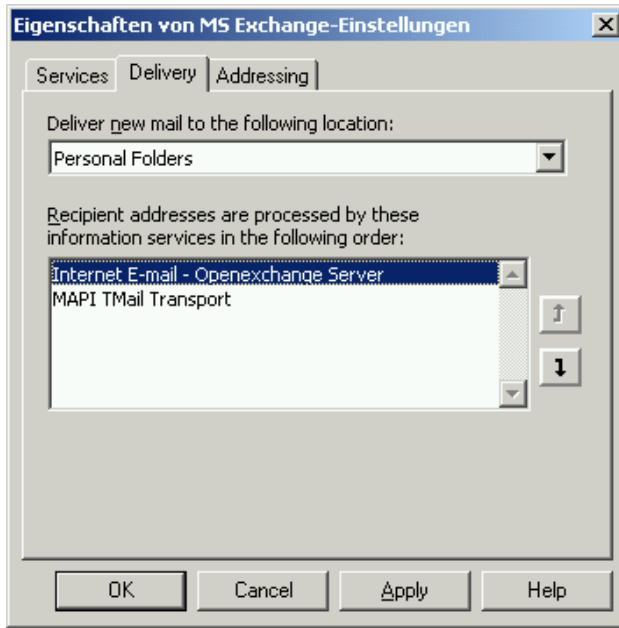


*Figure 5.14: POP3 Account Settings: Extended*



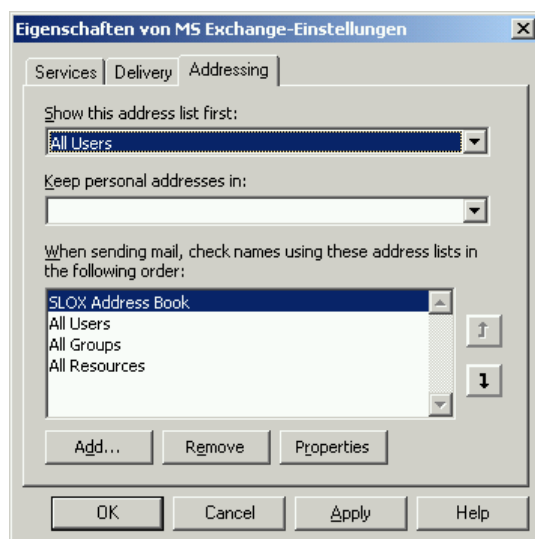
*Figure 5.15: Profile Configured with ISLOX, Personal Folder, and Internet E-Mail Provider*

## 5.2 Delivery and Address Books

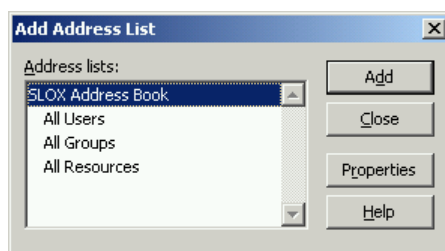


*Figure 5.16: Profile — Delivery*

All four address books (SLOX Address Book, All Users, All Groups, All Resources) must be present as in Figure 5.17 on the following page. If one or more are missing, click 'Add' and select them. See Figure 5.18 on the next page.



*Figure 5.17: Profile — Addressing*



*Figure 5.18: Adding Address List*



## 5.3 Invalid Error Messages

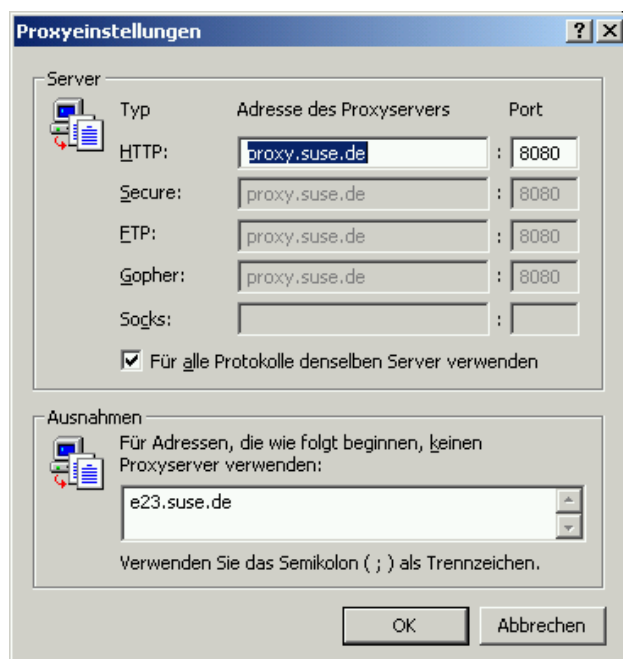
Some problems are related to the fact ISLOX folders are not the default folders of Microsoft Outlook. When saving an appointment or task in ISLOX folders, a message may appear saying certain functionality of Microsoft Outlook will be disabled. It is usually safe to ignore the message, because SUSE LINUX Openexchange Server will provide the functionality instead.

## 5.4 Time Synchronization

Synchronize the time on your client with the server. Even with only a gap of several seconds, your client will not work properly. Use NTP (shipped with SUSE LINUX Openexchange Server) to synchronize the system time on all machines.

## 5.5 Internet Explorer (Version IE 6.0) Settings

If you are using a proxy server for the HTTP and HTTPS protocol, a false configuration of Internet Explorer can prevent ISLOX from connecting to SUSE LINUX Openexchange Server. To solve this problem, specify your SUSE LINUX Openexchange Server as an exception in the proxy settings of Internet Explorer. See Figure 5.19 on the following page.



*Figure 5.19: No Proxy for SUSE LINUX Openexchange Server*

## 5.6 Free/Busy

Some versions of Outlook show an error: they only update the free/busy information if you add another user.



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